



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS, 3D CORPS SUPPORT COMMAND
LSA ANACONDA (BALAD), IRAQ
APO AE 09391

AETV-SCG-EO

8 November 2005

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: 3D Corps Support Command (COSCOM) Policy Memorandum #3, Equal Opportunity Complaint Process

1. **PURPOSE.** To ensure all 3D COSCOM Soldiers, civilian employees, and their family members are aware that 3D COSCOM is committed to the Equal Opportunity policy. All members and DoD civilians will be treated equally without regard to race, color, religion, gender or national origin. Unlawful discrimination or harassment will not be condoned, practiced or tolerated. Anything that is not conducive to good order and discipline will be treated as such.

2. **APPLICABILITY.** This policy is applicable to all 3D COSCOM units deployed in support of Operation Iraqi Freedom, including active, reserve, or national guard units attached to, assigned to, or serving under the OPCON, TACON or ADCON, of 3D COSCOM. This policy is also applicable to all Army tenant units residing on LSA Anaconda.

3. **POLICY.**

a. All members of the 3D COSCOM and at LSA Anaconda have the right to present any complaint or issue to the command without fear of intimidation, reprisal or harassment. The intent is to have all complaints expeditiously investigated and successfully brought to conclusion. Commanders, leaders, and supervisors must ensure subordinates meet high standards by emphasizing the Army values, creating an environment that recognizes the infinite dignity and worth of each service member and civilian. A unit will only be as effective as its members and the loyalty they feel towards the unit, the leaders and their fellow Soldiers. An informal complaint is any complaint not filed in writing. These complaints should be resolved at the lowest level by the individual, another unit member, or a person in the chain of command. Informal complaints are not subject to timelines and are not reportable unless required by higher headquarters. The informal complaint is highly encouraged, as most issues can be resolved at the lowest level and with greater accuracy.

b. A formal complaint is any complaint filed by submitting a sworn statement on DA Form 7279-R, Equal Opportunity Complaint Form. Although the processing of equal opportunity complaints through the chain of command is strongly encouraged, it is not the only channel available. There are alternate agencies to file a complaint, which include higher echelons in the chain of command, EO Advisors, Inspector General, Chaplain, Provost Marshal, Criminal Investigation Division, Staff Judge Advocate, and the Housing Referral Office. Complaint

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procedures are clearly outlined in AR 600-20, Army Command Policy, dated 12 May 2002 Appendix E.

4. IMPLEMENTATION OF TRAINING.

a. Informal Complaint: All informal complaints will be documented on a memorandum for record prepared by any person who worked in resolving the complaint. This memorandum will include information indicating the nature of the complaint, measures taken to resolve the issue, and pertinent information to assist in the identification of the unit's command climate. These memorandums will be passed on to and maintained by the Division or Brigade EOA.

b. Formal Complaint:

(1) Upon receipt of a formal complaint, the commander will ensure that the complainant was sworn to the complaint (Block 9a, DA Form 72729-R). If not, the commander will administer the oath and annotate it on the complaint form. The commander will fill out blocks 10a acknowledging receipt of the complaint form. All formal complaints will be reported within 72 hours to the first General Courts-Martial Convening Authority (GCMCA) in the chain of command. Additionally, the commander will provide a progress report to the GCMCA 20 days after the date on which the investigation commenced and 14 days thereafter until completion.

(2) The commander will either conduct an investigation personally or immediately appoint an investigation officer according to the provisions of AR 15-6. Depending on the magnitude of the complaint, the commander may deem it necessary to ask the next senior commander in the chain of command to appoint the investigating officer.

(3) The commander will establish and implement a plan to protect the complainant, any named witness, and the alleged perpetrator from acts of reprisal. The plan will include, as a minimum, specified meetings and discussions with the complainant, alleged perpetrator, named witnesses, and selected members of the chain of command and co-workers.

a. Content of the discussions with the above-named individuals will include the definition of reprisal with examples of such behavior, and the need to treat all parties in a professional manner both during and following the conduct of the investigation.

b. Discretion will be used to determine the extent of information provided and the numbers of personnel addressed in the discussions with the chain of command and co-workers. Investigating officers will treat only those they interview professionally and courteously, and will limit their discussion to only issues relating to the specific complaint.

(4) Final resolution upon appeal (IAW AR 600-20, Chapter E-9). Complaints that are not resolved at brigade level may be appealed to the General Courts-Martial Convening Authority (GCMCA). Decisions at this level are final.

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(5) Follow-up assessment. The EOA will conduct a follow-up assessment on all formal equal opportunity complaints, 30-45 calendar days following the final decision rendered on the complaint. The purpose of the assessment is to detect and deter any acts or threats of reprisal. The findings of this assessment are annotated on DA Form 7279-1-R (Equal Opportunity Complaint Resolution Assessment).

(6) Documentation/reporting complaints

a. The complaint packet is filed by the first EOA in the complainant's chain of command.

b. Complaints are retained on file for two (2) years.


(7) Actions against Soldiers submitting false complaints. Soldiers who submit a false EO complaint (a complaint containing information or allegations that the complainant knew to be false) are subject to punishment under the Uniform Code of Military Justice.

5. RESPONSIBILITIES. Commanders at all levels will publish a written command policy statement on complaint procedures. The policy statement will include where and how to file a complaint. Additionally, the statement shall include complainant's protection from acts or threats of reprisal.

6. SUPERSESSON. This policy supersedes the previous EO Complaint Procedures Memorandum.

7. EXPIRATION. This policy memorandum expires 7 November 2006.

8. "Sustaining the Line!"


REBECCA S. HALSTEAD
Brigadier General, USA
Commanding

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